



Combined Dispatch and Emergency Preparedness Planning
One Monroe Street
Norwalk, CT 06854

September 6, 2005

Marlene H. Dortch
Office Of The Secretary
Federal Communications Center
445 12th Street, SW
Washington, DC 20554

Dear Ms. Dortch,

CDEPP is the 911 PSAP and Emergency Communications Center for the City of Norwalk, a community in excess of 85,000 citizens 35 miles north of New York City.

VOIP offers a tremendous service and a reduced cost for the Citizens of our community. That increased service and decreased cost should not come at the cost of a substantial increase in risk to the safety of them and their families. VOIP providers propose to do just that if they do not provide full and complete 911 services.

The diversity of our community creates over 500,000 phone calls to CDEPP each year. 100,000 of those calls are 911 calls. Our Calltakers handle both emergency and non emergency calls. If a 911 call comes in while a calltaker is on an non-emergency call, that call is placed on hold while the 911 call is taken. In a major emergency, all attention is given to the 911 lines. It is quite possible, using a severe storm as an example, that an emergency call coming in via administrative lines would not be answered for some time.

We answer 911 calls within three rings, Norwalk simply could not afford to answer all calls within 3 rings. Please do not take universal 911 service away. Some of us have been working 30 years to get it where it is. Please do not let a "for Profit" business place yet another burden on strained Public Safety resources.

Additionally, in most States, 911 is maintained by surcharges on phone bills. VOIP must also make those collections. By allowing VOIP providers to not provide full service and to not collect surcharges, you are providing a subsidy that in addition to all else, will severely damage a free and competitive market.

Sincerely,

Michael Dolhancryk
Director
Combined Dispatch and Emergency Preparedness Planning